



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Barb Kniff McCulla, CHAIR

Timothy L. Lapointe

Robert F. Holz

Steven Olson

Krista Wenzel

Matt Behrens, Interim State CIO
(ex officio)

Rob Sand, State Auditor
(ex officio)

Randy Goddard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission Grimes State Office Building, 1st Floor 400 East 14th Street, Des Moines, IA 50319 Meeting Minutes June 16, 2022

FINAL

To ensure the most efficient use of State resources, the June 16, 2022, ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting and reduced the risk of delays caused by the public health recommendation. The meeting was accessible to members of the public.

Roll Call:

Commissioners Present

Barb Kniff McCulla, Chair

Bob Holz, Member

Steve Olson, Member

Timothy Lapointe, Member (video)

Krista Wenzel, Member (video)

Drew Stensland, Representing the State of Iowa Auditor, Ex-Officio Member

Commissioners Absent

Matt Behrens, Representing the Office of the Chief Information Officer, Ex-Officio Member

Iowa Communications Network Staff

Randy Goddard, Executive Director

Deb Evans, Chief of Staff, Chief Financial Officer

Mark Johnson, Chief Administrative Officer

Scott Pappan, Chief Technology Officer

Ryan Mulhall, Network Services Bureau Manager

Stephanie DeVault, Business Services Bureau Manager

Mike Cruise, Finance Bureau Manager

Patrick Kazeze, Facilities/ TAC Bureau Manager

Mark Dayton, ICN Sales Engineer

Brian Clayton, Purchasing Agent III

Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Michelle Rabe, Attorney General's Office, Conflict Counsel for ITTC

Alan Nagel, Attorney General's Office, Counsel for ICN

Mark A. Schultheis on behalf of Inmate Calling Solutions

Sean Cory, Lumen

Rob Fritz, Lumen

Ray Warner, Aureon

Maria Wagenhofer, Legislative Services Agency

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Call to Order:

Chair Kniff McCulla called the meeting to order at 10:30 AM. It was noted that a quorum of members was present for the meeting.

Approval of the May 19, 2022 Meeting Minutes:

Chair Kniff McCulla requested a motion to approve the May 19, 2022 meeting minutes. Commissioner Olson moved to approve the minutes. Commissioner Holz seconded the motion.

The motion passed unanimously.

Old Business:

None

New Business:

Agency Updates

Contracting Update – Mike Cruise

- The bid date for the generator disposals mentioned last month closed on June 14. We look forward to finalizing those transactions.
- We did not have any bids for the MOD 80 switch. We will see some revenue for scrap metal.
- We have a dark fiber connection in the works, that will result in about \$128,000 in revenue.
- Issue with Cedar Falls Utilities where ICN fiber could be imperil. There is some construction being done. Looking to possibly install our own fiber.

COMMENTS

None

Finance Update – Mike Cruise

Budget-to-Actual Report

Monthly Revenues and Expenses:

The month of May resulted in an operating margin of negative \$299,157 or negative 11%. This is \$306,906 unfavorable to the budget which is positive \$7,749. Revenues were favorable for the month by \$86,745. A majority of the cost center revenues followed the FY22 annual trends. Outside Plant exceeded the monthly budget by 21.9%, as did network professional services. Direct expenses are unfavorable to budget by \$173,804. Contributing to this is OSP being high for the month as the revenue was high. The inmate calling expense remains high compared to budget.

Total allocated expenses are \$219,847 unfavorable to budget. OSP allocated expenses are unfavorable by \$286,079 for the month. A large relocation project was booked for the month,

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which totaled over \$162,000. There were also several small to medium project expenses booked in May bringing the total to what it is.

Year-to-Date (YTD) Revenues and Expenses:

Through May, ICN had an operating margin of -\$1,259,854 which is \$22,747 favorable to the budget of -\$1,282,601. Direct expenses are now unfavorable to budget by \$151,237 while total allocated expenses remain favorable to budget by \$67,715.

Overall, we did have a significantly down month but we are still on the positive side compared to budget YTD. We will see what happens in June and period 13.

Comparison to May FY 2021:

The current year operating margin for the month of May is \$259,097 unfavorable to May FY21. Revenue is above budget by \$32,929 compared to last May, but direct expenses are \$234,889 unfavorable producing a gross margin that is \$201,960 unfavorable. Total allocated expenses are unfavorable by \$57,137.

Year-to-Date Comparison to FY 2021:

The operating margin of -\$1,259,854 is \$1,079,934 unfavorable to last FY. Revenue is down YTD by \$603,000 from last year, while direct expenses are now \$23,000 favorable and allocated expenses are unfavorable compared to last year by \$500,000.

Workday Update:

- Continue to work towards Go Live and some end-to-end testing will be starting soon.

Other Updates

- FY23 budget approved last month has been added in the state accounting system.
- Billing is preparing for fiscal year end and we have an order freeze for FY22 beginning.
- We are starting interviews for one of the open Accounting Tech 2 positions in a week.

COMMENTS

None

Business Services Update – Stephanie DeVault

General Updates

- We have no new customers and no new waivers.
- Webex Update – ICN has one customer left to migrate.
- PGI Migration – Intrado sold Reservationless Plus to PGI. ICN migrated 1,359 users.

Healthcare

We provided upgraded services to one hospital that has eight clinics. Additional hospital/clinics projects included upgrades for Internet and Ethernet connections.

Government

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- DHS service: cabling in Independence.
- DHS service: cabling at the Refugee Center.

Public Safety

- DPS service: 1Gb Ethernet was added.
- DPS service: 10Mb LMR for Humboldt, Warren, and Montgomery counties.
- DPS entered into an agreement for professional services.

Education

- Firewall integration for some community colleges.
- Sold Grinnell College a connection to the Cloud.

Marketing and Communications

- Reviewing the student applications received for SYBAC.
- Attended the Iowa Association of Independent Colleges and Universities Technology Conference at Buena Vista University in Storm Lake.
- Continuing to provide updates to our website and social media: job postings, work at ICN testimonials, and service updates.
- The next conference is the School Administrators of Iowa (SAI) in August.
- Service of the Month: Domain Name Service (DNS) and Industry of the Month: Healthcare.

Personnel Update

We have selected a new project manager, and there were 15 applicants. Our second project manager job posting closes on June 21. For our account consultant position there are 14 applicants, and it closes on June 23.

COMMENTS

None

Network Services Updates

Network Operations & Security Update – Ryan Mulhall

- Aggregation Replacement: We have officially kicked off our aggregation layer replacement project. The first site identified was LightEdge in Altoona. The new equipment is installed and has been brought up within our Network, and we will be doing a couple change windows over the next week or so to get connections migrated onto the new gear. This will encompass about 150 sites and keep us busy for the next 3 years.
- Council Bluffs Internet Regroom: We have installed the new equipment in Council Bluffs as we prepare to regroom our Denver Internet POP. We are waiting on a vendor to complete some things within their network to allow us to add an additional 10GB in Denver and replace some optics in Council Bluffs. Both have had some forward movement and expect to have those completed soon. Then we will shape our traffic to more efficiently traverse our network and look at expanding our DDoS mitigation platform as well.

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- Hiring for an Engineer to replace the internal move from a previous engineer. Interviews will occur on June 20. We also have a junior firewall admin position posted.
- Outside Plant (OSP) Update: 19 new projects in May. There was 1 cable cut/event, 7 washouts and one outage, which is recoverable from the executive council. Materials are difficult to source, but our Outside Plant is doing a good job working with contractors to source those kind of materials. Working hard to do what they can to offset and manage costs.
- Cost recovery for FY21 stands at \$978,000. We have had \$923,000 recovered, \$36,000 outstanding (billed, awaiting payment), \$0 pending (awaiting final billing/invoicing), and \$9,000 has been written off.
 - Cost recovery for FY22 stands at \$636,000. We have had \$206,000 recovered, \$38,000 outstanding, and \$376,000 pending. No write offs, as of yet.
- Grants: We have two Homeland Security and Emergency Management Department grants that are wrapping up this month. We are working a code upgrade and card replacement on our Layer 1 equipment that will allow us to provide more services across our infrastructure. We are also deploying a network detection and response cybersecurity solution to gain more visibility into our agency network and utilize artificial intelligence to find anomalies within it.
- We have another active grant to expand our camera monitoring at key Internet Point of Presence facilities, but HSEMD worked with us to move it to a different grant year as equipment lead times stretched too far to have it completed by June 30.

COMMENTS

None

Facilities and TAC Updates

Facilities and TAC Update – Patrick Kazeze

Facilities

- Completed the relocation of spare generators from a vendor lot to Newton.
- Completed a site survey in Sac City to begin the process of relocating from the middle school. An agreement was reached to remain in the school through the summer. The new location is at the elementary school adjacent to the school bus barn. This will require a structure and cost estimates are under way for the move. This is a Part II site.
- Kicked off the generator relocation project in Bettendorf. This is the project requiring ICN to move the generator and two 1000-gallon tanks approximately 50 feet from the existing location making way for the school's ramp for faculty and students

TAC

- The group has been on and off the Capitol Complex conducting installs for several DHS locations, beginning with completing the installs for the Iowa Bureau of Refugees.
- Completed an outstate project in Independence at the DHS Mental Health Institute.
- Due to required construction by the customer, the DHS Waterloo project is being pushed with a new completion timeframe for August or September.
- Completed cabling projects at the Lucas Building for the Iowa Department of Public Health and the Department of Inspections and Appeals following some remodeling work.

COMMENTS

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None.

Other Business:

ACTION: FY 2023 Regulatory Plan – Mark Johnson

Each year State agencies are required to develop a regulatory plan for the upcoming fiscal year. They identify any significant rule changes that they plan to move forward in the administrative rules process. We have not identified any specific rule changes that we are required to make, but we will be reviewing our rules and any corrective amendments or other potential changes. We will bring those changes to the commission for approval and move those forward. Once the commission approves the plan, we submit it to the Administrative Rules Coordinator in the Governor's Office.

Chair Kniff McCulla requested a motion to approve the FY 2023 Regulatory Plan. Commissioner Holz moved to approve the plan. Commissioner Olson seconded the motion.

Roll Call Vote

Commissioner Holz – Yes
Commissioner Olson – Yes
Commissioner Lapointe – Yes
Commissioner Wenzel – Yes
Chair Kniff McCulla – Yes

The motion passed unanimously.

Legislative Update – Mark Johnson

The Legislature adjourned on May 24, 2022. Two items of interest included:

- Firewall & DDoS Mitigation Appropriation: ICN received a \$1.5 million appropriation from the Governor's original budget request for Network Security: Firewall & DDoS Protection. We asked for the first phase of this funding two years ago, and it is related to services that we are providing, but not billing agencies that are receiving the services.
- House File 2589 moved the Office of the Chief Information Officer into the Department of Management. The Chief Information Officer will continue to serve as an ex officio member on the Commission.

COMMENTS

None

ITTC Committee Updates – Staff/Commission

Personnel Committee – Mark Johnson

The Personnel Committee did not meet in May.

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Finance Committee – Mike Cruise

Meeting Date: June 13, 2022.

Attendance: Commissioner Wenzel, Commissioner Holz, Brian Clayton, and Mike Cruise.

Topics Covered:

- Brian Clayton provided updates on several contracting issues.
- Reviewed May FY22 financials as presented today.

Customer and Services Committee – Stephanie DeVault

Meeting Date: June 8, 2022.

Attendance: Commissioner Olson, Commissioner Lapointe, Stephanie DeVault, Ryan Mulhall, Mark Dayton, and Lori Larsen.

Topics Covered:

- Discussed information presented today.
- Potential opportunities that are in progress.
- Outage/washout discussion.

Operations Committee – Scott Pappan

Meeting Date: June 9, 2022.

Attendance: Commissioner Wenzel, Commissioner Lapointe, and Ryan Mulhall.

Topics Covered:

- Discussed migrating to a Managed Service Provider (MSSP) model.

ACTION: ICS' Request for Stay

Michelle Rabe asked if Securus filed a resistance? Securus was not represented at the ITTC June meeting.

Chair Kniff McCulla – Are there any questions or comments? Is a closed session needed for the Commission? Commission Holz recommended to go into a closed session.

Transition to Closed Session

Commissioner Holz made a motion to move into closed session pursuant to Iowa Code section 21.5(1)(c) and (f), for the specific purpose of discussing strategy with counsel in matters that are presently in litigation or where litigation is imminent where its disclosure would be likely to prejudice or disadvantage the position of the governmental body in that litigation and/or to discuss the decision to be rendered in a contested case conducted according to the provisions of chapter 17A. Second by Commissioner Olson.

Roll Call Vote

Commissioner Holz – Yes

Commissioner Olson – Yes

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Commissioner Lapointe – Yes
Commissioner Wenzel – Yes
Chair Kniff McCulla – Yes

The motion passed unanimously.

The public meeting recessed for the closed session. The Commission convened in closed session at 11:05 AM. Those remaining in the room and on the Zoom call included the Commission members and Michelle Rabe.

Closed Session

Return to Open Session

The Commission reconvened in open session at 11:21 AM.

Commissioner Holz moved to deny ICS' Request for a Stay, and requested Chair Kniff McCulla to issue an order implementing that decision. Commissioner Olson seconded the motion.

Roll Call Vote

Commissioner Holz – Yes
Commissioner Lapointe – Yes
Commissioner Olson – Yes
Commissioner Wenzel – Yes
Chair Kniff McCulla – Yes

The motion passed unanimously.

Chair Kniff McCulla directed Michelle Rabe to assist in drafting the document to deny the stay. Once completed, Michelle Rabe will send to Chair Kniff McCulla for signature.

Public Comment:

None

Adjournment:

The ITTC meeting adjourned at 11:23 AM.

ATTESTED TO:

Barb Kniff McCulla - Chair, Iowa Telecommunications and Technology Commission

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